

# OA Stakeholders Gain “Cyber-Smarts”

Contact: R. Lindsay

Representatives from San Bernardino County departments, water districts, school districts, hospitals, cities and volunteer organizations packed the County Office of Emergency Services (OES) Training Room for a pair of FEMA Cyber Security courses aimed at “cyber terrorism” awareness and community preparedness for cyber incidents.

Participants learned from “real world” cyber incidents and were guided through a series of table top exercises to reinforce the cyber security concepts presented by instructors from Texas Engineering Extension Services (TEEX). The goal of the combined courses was to provide attendees the tools to return to their organizations and develop a cyber security committee to identify and address potential cyber security issues utilizing a whole community approach.



TEEX Instructors and avid students



Table top exercises to reinforce course concepts

# OES Volunteers Help in Recovery

Contact: M.A. Ramirez



CERT Members from Phelan/Piñon Hills, Wrightwood, Oak Hills checking in volunteers and overseeing equipment check out/in

San Bernardino County Fire, Office of Emergency Services volunteers helped support recovery efforts following the Blue Cut Fire. Over two weekends in September, Community Emergency Response Team (CERT) and Emergency Communications Services (ECS) volunteers provided logistical support to the County VOAD as it coordinated the debris removal on several properties affected. CERT members from Lytle Creek, Oak Hills, Phelan/Pinon Hills and Wrightwood CERTs provided parking lot management as well as personnel and equipment tracking to the various groups who participated in the debris removal. ECS volunteers provided communications services for the entire operation and had members at the staging area as well as at each worksite. While the actual debris removal operation was coordinated by the County VOAD, County OES was there to support their efforts and oversee the safe operations of County OES volunteers.

# 2nd Annual CSWAC Collaborative

Contact: R. Lindsay

The 2<sup>nd</sup> Annual California Statewide WebEOC Collaborative was conducted during the training track of the 2016 California Emergency Services Association (CESA) Conference scheduled on October 4<sup>th</sup>. The daylong workshop was attended by 32 participants and was sponsored by Dave Jefferies Public Safety Consulting. The program consisted of statewide WebEOC fusion discussions, WebEOC Board sharing and a CalEOC update. Intermedix management was also provided a session to introduce the Intermedix Product Roadmap and to unveil the Intermedix “Comprehensive Software Support Package.”

Both the Intermedix purchasing program and the software support plan were modified and introduced globally in response to an April 2016 California Statewide WebEOC Advisory Committee (CSWAC) sponsored white paper outlining the need for Intermedix products that would be affordable, sustainable and responsive to grant funding cycles for all jurisdictions that desire WebEOC. Both CSWAC and Intermedix are working towards a common goal to connect all California Operational Areas either through their own instance of WebEOC or through the State WebEOC program (CalEOC). This supports the CSWAC purpose to provide all Operational Areas with the capability to provide required critical reporting during incidents.



# OES Quarterly Report



San Bernardino County Fire, Office of Emergency Services



Robin Bishop, Chair, SBC VOAD, speaking to debris removal volunteers

# Getting to Know VOAD

Contact: Debra Williams

Voluntary Organizations Active in Disaster (VOAD) is a national association of organizations that mitigates and alleviates the impact of disasters, provides a forum promoting cooperation, communication, coordination and collaboration; and fosters more effective delivery of services to communities affected by disaster.

California is unique because it has two state VOADs (Northern and Southern). San Bernardino County VOAD is one of 10 county VOADs in SoCal VOAD.

The main function of San Bernardino County VOAD is to bring together organizations (nonprofits, faith-based, government, education, and business) to prepare for, mitigate, respond to and recover from disasters. They do not provide direct services, but provide a network through which individual organizations can more effectively address their mission and service goals during all phases of a disaster. They are a collaborative working group in which all the participants are equal partners united by a common goal.

## VOAD Structure

The VOAD structure has been built to strengthen the network of available resources. Due to the vast geographic area of San Bernardino County, VOAD is structured into three Divisions (Desert, Mountain, Valley). Each Division is further divided geographically into Community Organizations Active in Disaster (COADs) to ensure County coverage. San Bernardino County VOAD and regional COADs work in coordination with San Bernardino County Fire, Office of Emergency Services, and local city and town emergency management to facilitate disaster preparedness, response, and recovery. The VOAD leadership team is made up of the leaders from each of the COADs. Visit our website at <http://www.sbcovoad.org/local-coads.html> to learn more about their structure.

## VOAD Membership

San Bernardino County VOAD member organizations represent a diverse group of highly competent organizations that provide a wide range of skills and service. All are dedicated to whole community engagement and recognize that the VOAD movement values and practices represent a proven way to build resilient communities.

## VOAD Activations

VOAD/COAD does not self-activate. They can be activated by San Bernardino County Fire, Office of Emergency Services, local city and



Mother Road Debris Removal Project



Care and compassion exhibited by volunteers for victims of Blue Cut



# August Full of Explosive Fire Behavior

Contact: R. Lindsay



while CDAA covers 18.75% leaving 6.25% to the Operational Area. The FMAG approval was followed on August 9 by the ratification of a Local Proclamation of Emergency by the San Bernardino County Board of Supervisors.

Mandatory evacuations were called for areas located in Summit Valley, Apple Valley, Lake Arrowhead and the City of Hesperia, while power outages caused by damage to power poles and power stations exacerbated the emergency. Human and Animal Shelters were established and many school districts cancelled classes due to air quality issues on what would have been the first week of school after summer recess. The OA EOC remained activated for six days and was elevated to Level II in support of multiple community EOCs, human and animal shelter operations and damage assessment/cost recovery activities.



## Pilot Fire

A wildland fire began burning in timber and brush at approximately 12 noon on Sunday, August 7<sup>th</sup> and grew to nearly 1,000 acres in 4 hours as per the US Forest Service. The fire began near Highway 138 between Old Mill Road and SR173 in an area described as the Miller Canyon Off-Highway Vehicle (OHV) area.



The San Bernardino County Operational Area EOC activated to Level I in support of US Forest Service, Cal Fire, San Bernardino County Fire and Sheriff in Unified Command for the Pilot Fire at just after 2:00 p.m. A Fire Management Assistance Grant (FMAG) application was prepared by County OES and approved by the State as communities were in immediate danger. The acceptance of an FMAG means that the Federal Government will cover 75% of eligible recovery costs,

By the time all evacuation orders were lifted and shelters were closed, County OES had sent 15 Flash Reports and 9 Situation Summaries and the Pilot Fire had consumed 8110 acres as per the USFS.

## Blue Cut Fire

As it turns out, the Pilot Fire activation was a “warm up” to the Level III Blue Cut Fire which started less than a week later and stood up the OA EOC in 12 hour operational periods for an impressive nine days. Like the Pilot fire, the Blue Cut Fire was a very fast a moving fire in a populated area, requiring a Fire Assistance Management Grant (FMAG) submission. But unlike the Pilot, the Blue Cut Fire garnered both a Local and State Proclamation



San Bernardino County OA EOC activity

of Emergency.

Over 80,000 residents in the communities of Lytle Creek, Wrightwood, Summit Valley and Cajon Valley were issued mandatory evacuation orders which required human and animal shelters in the High Desert as well as the Valley. Utility damage also played a major role in displacing residents. Motorists, pipeline transmission and railroad operations in the I15/Cajon Pass Corridor were severely impacted for two days, prompting supply issues that reverberated across the nation.

Two days into the fire, the sheer scope of evacuations triggered the County Administrative Office to activate a one-stop resident/evacuee services called a Shelter Operations Compound (SHOC). The SHOC was set up at the San Bernardino County Fairgrounds in Victorville and provided human and animal sheltering services for a week.

When all was said and done, the Blue Cut fire consumed 36,274 acres and in excess of 100 homes and 200 outbuildings. A Blue Cut Fire Relief Fund was established to benefit those displaced and/or affected by this destructive wildland fire. County OES remains actively engaged in recovery operations that include community outreach, debris removal and cost recovery.

# 30 Years Strong

Contact: M. A. Ramirez



Herding cats... Michael A. Ramirez attempts to get 600 attendees in place for a group photo. Results below.



SBCounty CERT coordinators and volunteers with Suu-Va Tai, CaliforniaVolunteers and Frank Borden, the founder of CERT.

The Community Emergency Response Team (CERT) program celebrates its 30 year anniversary this year. In recognition of that milestone, CaliforniaVolunteers in cooperation with FEMA and NBC/Universal hosted a National CERT Conference in Universal City on September 8-10. CERT volunteers, coordinators and instructors from around the country attended the three-day conference. Special opportunities for attendees included a backlot tour of the Universal lot, a VIP breakfast and tour of the Los Angeles City Emergency Operations Center. San Bernardino County was well represented

with attendees from Apple Valley, Colton, Fontana, Loma Linda, Phelan/Pinon Hills, Rancho Cucamonga, Redlands, Rialto and Wrightwood. San Bernardino County Fire, Office of Emergency Services Emergency Services Officers Zack Mullennix, Cheryl Nagy and Michael A. Ramirez also spoke at various break-out sessions during the conference. The conference was well-received by those in attendance and provided an excellent opportunity for sharing ideas and networking. San Bernardino County CERT programs continue to grow and are poised to do great things in the next thirty years of CERT's history.

# Signal for Safety

Contact: D. Davis

Signal for Safety is a project that equips K-12 schools and those with Pre-K and other Pre-K/TK (transitional kindergarten) schools with triage flags and triage training so that in the event of an emergency or disaster those sites can fly a color coded flag which describes the state and health of the students and staff located at that school site and have an instant assessment by emergency vehicles doing a “dashboard assessment.”

The so called “dashboard assessment” refers to a fire engine or any other emergency vehicle

patrolling after an emergency, especially an earthquake or other large scale disaster. The vehicle can determine by way of the color the flag flying under the California State flag the level of injury or injuries sustained by students and/or staff at a particular location. It can also alert emergency personnel that all is well and the vehicle can merely move on to the next school site as the flag (green) may indicate there are no injuries at that school site.





# Making Our Communities Safer

Contact: M. A Ramirez

San Bernardino County CERT programs are committed to keeping their families and communities safe. On September 24 over one hundred volunteers strengthened that commitment by attending a full day CERT Symposium on Terrorism coordinated by the San Bernardino County Fire, Office of Emergency Services (County OES), the San Bernardino County CERT Advisory Committee (SBCCAC) and hosted by the City of Rancho Cucamonga.

The morning started with a moving memorial to the victims of the December 2<sup>nd</sup> San Bernardino terrorist attack. Attendees then heard about the response to the terrorist incident from San Bernardino Police Department Captain Raymond King. The presentation was a vivid reminder that the threat of terrorism is real and can indeed strike anywhere. Building on the first presentation, CHP Officer Claude Jubran offered a captivating and balanced presentation encouraging attendees to be aware of those around them and learn to recognize and report suspicious activity. Using examples from locations and end events in San Bernardino Coun-



## CERT Symposium on Terrorism Rancho Cucamonga, CA September 24, 2016



ty Jubran challenged those in attendance to recognize indicators of terrorist activities in multiple contexts. These indicators were highlighted by FBI Special Agent Wade Lee who reviewed the Broken Banner case which interrupted the actions of a group of terrorists in the Inland Empire. Following lunch participants took part in hands on training on how to stay safe and survive an active shooter event. The presentation was co-instructed by Rancho Cucamonga Police and Fire and incorporated the latest methods on how by-

standers could treat life threatening gunshot wounds.

Feedback from those in attendance was extremely positive. Volunteers expressed how helpful the training was and how it helped them gain a better understanding of terrorism. County OES and the SBCCAC are committed to bring the best training to our CERT volunteers and other volunteer groups that exist to prepare their communities. Be on the lookout for more Operational Area-wide training in 2017.

# Making Emergency Management Stronger...in Minnesota

Contact: R. Lindsay

In the hours just after the San Bernardino Terror Attack, Director of Emergency Management for the City of Minneapolis, Rick Larkin made a phone call of support to County OES Emergency Services Officer and former Emergency Management Institute (EMI) classmate Robin Lindsay. Months later, Rick who is also the President of the Association



Robin Lindsay and Mike Antonucci

of Minnesota Emergency Managers (AMEM), invited County Emergency Services Manager Mike Antonucci and Robin to fly to the "Land of 10,000 Lakes" to provide a two hour keynote presentation "The Emergency Management Response to the Waterman Incident" for the 2016 AMEM Conference at the Breezy Point Retreat in central Minnesota.

On September 19<sup>th</sup> nearly 300 Minnesota state and local emergency managers listened intently as Mike and Robin recounted the collaborative planning, training, incident after action improvements and exercises that contributed to the effective Emergency Operations Center (EOC) response and incident support. Attendees drew great benefit from learning about the Federal response to a terrorist incident and the need for close coordination of efforts and resources between the Feds and Locals. In addition, Mike provided valuable lessons learned regarding the need for a continuity of operations plan and the complexities of the ongoing terrorism cost recovery process.

In recognition of County OES' willingness to share best practices for the benefit of Minnesota emergency managers, the AMEM donated \$1,000 to the San Bernardino United Way Fund in the name of SBCFD/OES.

# VOAD

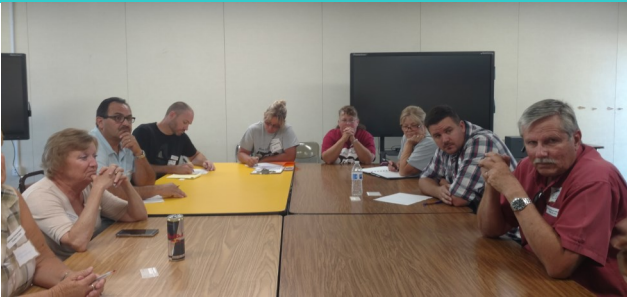
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town emergency management or state and federal agencies. As an example, the FBI requested child care services for the Family Assistance Center from VOAD/East End COAD during the Waterman Terrorism Incident. VOAD/East End COAD then activated Building Resilient Communities to provide the service.

During activations, San Bernardino County VOAD/COAD operates under the Incident Command System (ICS) and California's Standardized Emergency Management System (SEMS).

VOAD's most recent activation was in support of the Blue Cut Fire. The County Office of Emergency Services activated VOAD/High Desert COAD to help with donations management. The entire VOAD leadership team took action to respond to the needs. They partnered with the High Desert Red Cross to staff a Resource Center in Victorville and then in Phelan. VOAD activated The Salvation Army, Buddhist Tzu Chi Foundation, Lions Club and Catholic Charities to provide immediate assistance to residents impacted by the fire.

It quickly became clear there were more ways VOAD could help. The leadership team



Tricomunity Recovery Team

helped coordinate the local agencies and individuals who were helping residents in a variety of ways. They helped establish the TriCommunity Recovery Team so local efforts had a centralized approach. The TriCommunity Recovery Team's mission became "One Mission, One Team". VOAD established a central database of the services that were being provided to the residents. The database was expanded to include County information on the status of each of the properties. The database continues to be used by Inland Empire United Way for the cash donations project and recovery case management.

VOAD became the "boots on the ground" to help find families that may need assistance but had not come forward for a variety of reasons. VOAD's leadership became very familiar with the impacted residents and those helping them by literally driving the miles from property to

property. In the midst of their travels they realized the greatest immediate need was debris removal. County OES expanded VOAD's role to include the coordination of debris removal. The Mother Road Debris Removal project was implemented.

Team Rubicon, Red Cross, LDS Charities, Lions Club, CERT, ECS, Calvary Chapel of Phelan, Home Depot (tool donation), TriCommunity Recovery Team, Mountain Top Café, Starbucks, VFW, Victor Valley Transit and many others were involved in this project. Debris on six properties was removed over two weekends.

VOAD was deactivated after five weeks of dedicated service helping residents. They continue to support the case management transition to San Bernardino County Community Action Partnership.

For more information about or to get involved with San Bernardino County VOAD visit <http://www.sbcovoad.org/> or contact them at [SBCountyVOAD@gmail.com](mailto:SBCountyVOAD@gmail.com).

A few more examples of the work that VOAD/COAD does is highlighted below:



Cooperation | Communication | Coordination | Collaboration

## Chino Hills Sandbagging Project

The Church of Jesus Christ of the Latter Day Saints Missionaries stockpiled 950 sandbags in less than four hours. Project requested by City of Chino Hills Emergency Manager, Bonnie Michaels in preparation for 2015 El Niño.



## Mt. Baldy Debris Removal Project

Buddhist Tzu Chi Foundation, Team Rubicon, Building Resilient Communities, Emergency Communication Services (ECS), Red Cross, Inland Empire United Way preparing to help residents after 2014 Mt. Baldy summer storm.





# 2016 CESA Surf and Turf

Contact: R. Lindsay

San Bernardino County Operational Area (OA) emergency managers showed they can “hang ten” with the best of the best during the surf themed 2016 CESA Conference held in San Diego last month. In addition to having a large contingent from the OA, several provided presentations associated with the San Bernardino Waterman Terrorism Incident. A total of five Waterman Incident breakout sessions were woven into the Annual CESA Conference schedule and were presented by those who were “in the trenches” on December 2, 2015.

Former Environmental Health Services (EHS) Director and IRC survivor Corwin Porter gave a first-hand account of the terror attack, the



extensive employee care measures that were taken during and post incident and discussed the continuity of operations challenges EHS continues to face.

Waterman Incident Medical Mutual Aid Lessons Learned were highlighted in a tag team presentation format from Riverside and San Bernardino County by Donna Mayer and Melissa German. In yet another presentation, the San Bernardino County Department of Behavioral Health response to the Waterman Incident was outlined by Deputy Director Andrew Gruchy.

Emergency Manager for the City of Loma Linda Shannon Kendall spoke of the coordination between the City and Loma Linda University Medical Center (LLUMC) during the “Waterman Incident Hospital Mass Casualty

Response” which Shannon co-presented with LLUMC Patient Care Director James Parnell.

The OA emergency management response before, during and after the Waterman Incident in the OA EOC (Emergency Operations Center) and at the Incident Command Post (ICP) was co-presented by Mike Antonucci and Robin Lindsay from the San Bernardino County Fire, Office of Emergency Services.



Mike Antonucci presenting

## Grants Update

Contact: M. Antonucci; K. Gonzalez; K. Page

### FY2015 Homeland Security Grant Program

Bi-Annual Reports have been cancelled by the State for FY15 HSGP, therefore, only the Fund Status reports will be requested depending on the expenditure rate of grant funds.

Only expenditures for approved projects will be reimbursed, so any modifications to projects require State approval prior to incurring costs. Please turn in the reimbursement requests as soon as they are finalized to avoid confusion with overlapping grants. Do not deploy equipment prior to verification and tagging by the Grants Unit. The second milestone is 7/31/2017 which means 75% of the project should be completed. The third milestone is March 31, 2017, and 100% of the project should be completed.

### FY2016 Homeland Security Grant Program

The Grants Unit submitted the application to

the State and is awaiting approvals. San Bernardino County Fire Protection District will go to the Board of Supervisors to accept the Award in November. Once the application approval is received from the State, County OES will notify the subrecipients of their approved projects. Please verify your allocation amounts as they may vary from the amount submitted with your projects. Keep in mind that if your project has a hold trigger such as an EHP, EOC, FBI, Sole Source request(s) or your project includes an item(s) on the controlled equipment list, additional approval is required prior to proceeding.

### FY2017 Homeland Security Grant Program

The State is requiring all Operational Areas to submit their anticipated FY17 HSGP grant applications prior to the Federal Notice of Funding Opportunity being released. Therefore please start preparing your FY17 HSGP application with the initial proposed allocations from FY16 HSGP. New Investment Justifications from the State will be released in November and shortly after the Call for Projects email will be sent out.

### FY2016 Emergency Management Performance Grant

All initial applications were submitted to the State at the end of June 2016 and have been

approved. On September 15, 2016 all subrecipients were notified of project approval and expenditure authorization. However, any projects that require EHP approvals must not proceed until FEMA approval has been granted.

Modification requests will be submitted to the State once per quarter. Please submit your modification requests to the Grants Unit by the end of the first week of the first month of each quarter. All 2<sup>nd</sup> Quarter modifications are due no later than 1/5/17. Reimbursement requests can be submitted as necessary. Please do not delay in submitting reimbursement requests as funds are expended and documentation compiled.

The 1<sup>st</sup> Quarter Mandatory Performance Report was submitted to CalOES on October 13, 2016. The remaining Mandatory Cumulative Performance reporting due dates are below.

Reporting Period	Report Due Date
7/1/16-12/31/16	1/5/17
7/1/16-3/31/16	4/6/17
7/1/16-5/31/16	6/5/16
Final Cumulative	

# SBCOA EMs Sweep the CESA Awards

Contact: R. Lindsay

The high point of the Annual CESA (California Emergency Services Association) Conference is the CESA Awards Luncheon, where emergency managers and their programs are recognized for accomplishments over the past year that have made remarkable contributions to the profession. In 2016, the San Bernardino County Operational Area (OA) was a standout, being honored at both the local and OA levels of emergency management in the “mission areas” of planning, response and recovery.

**Exceptional Service Award** – is a new CESA Award Category which was proposed by the City of Redlands Emergency Operations Manager Fay Glass, following the Waterman Terrorism Incident. According to Fay, “Emergency Managers within San Bernardino County were instrumental in providing logistics support to the responding field units, situational awareness to their Executive Offices and City Councils on the evolving information for this event as well as support needed to assist the victim’s families and recovery support during and after this event”.

Rather than attempt to categorize this combined emergency management response/recovery under an established award category, the CESA Board opted to create a new award category. The inaugural presentation of the **Exceptional Service Award** was made to San Bernardino County Fire, OES Emergency Services Manager Mike Antonucci. The inscription reads: “Presented to Mike Antonucci on behalf of SBCOA Emergency Managers In recognition for the exceptional duties

performed during the response and recovery to the San Bernardino Waterman Incident on December 2, 2015”.

This CESA Award will continue going forward to honor individuals and/or jurisdictions that have exhibited an exceptional emergency management response to an incident.

CESA Conference, Christin provided a Train-the-Trainer session on the Disaster Academy and provided support materials to attendees. The Gold Award recognizes not only the Disaster Academy concept and Christin’s work within her own jurisdiction, but her willingness to share her creativity with her peers to the benefit of statewide preparedness.

City of Rancho Cucamonga Emergency Manager Breanna Medina received a CESA Gold Award for her leadership in the development of the Emergency Management Competency Framework. This framework was begun in a formal process by the CESA Emergency Management Standards Committee in 2014 and was spearheaded by Bree to outline baseline capabilities for practitioners at all levels. Bree was recognized for the benefit of this tool that defines the knowledge, skills and abilities that are essential to the discipline of Emergency Management and are the hallmark of those that seek to become emergency management professionals.

San Bernardino County Department of Public Health Supervising Medical Emergency Planning Specialist Melissa German was honored with a CESA Gold Award along with Riverside County’s Donna Mayer for their teamwork to improve and enhance the California Medical Health Mutual Aid System in response to Waterman Terrorism Incident. The emergency need for Environmental Health Services (EHS) personnel and operations required extreme measures beyond the initial Mutual Aid Request for backfill. The sheer number of staff needed, training and extended period of backfill the incident generated forced Melissa and Donna to employ not only existing medical mutual aid system, but required innovative mutual aid policy and processes to meet the immediate and extended needs of San Bernardino County EHS and County residents receiving EHS services. Together, they greatly improved the California Statewide Medical Mutual Aid System, creating a more responsive and robust program.



From top, clockwise: Antonucci, Medina, German, Wolff, award, Glass

**Gold Awards** – San Bernardino County OA Emergency Managers received three of five CESA Gold Awards that were presented in 2016.

City of Chino Administrative Services Manager Christin Wolff was honored with a CESA Gold Award for the “City of Chino Disaster Academy Program.” Christin developed this citywide employee education template, turning every Chino employee, policy maker to part-timer, into “Masters of Disasters.” The 8-hour course provides a fun and creative way of engaging municipal employees in the concepts of emergency management and instilling the importance of their roles when disaster strikes their community. At the 2015